



The IHS Helpdesk Update

Information Systems Coordinators
Meeting ITSC Albuquerque, NM,
June 22 & 23, 2004



Helpdesk Issues

- A number of Support calls are still direct to various ITSC staff.
- Support requests do not get logged when not routed through Helpdesk
- Support resolutions are not specific enough to be used in Knowledge Base
- Still experiencing operational/response delay in resolving problems



Area usage of Service Center

- All Information Systems Coordinators can install the Service Center client
- All Information Systems Coordinators have been setup to use Service Center as a Area level user
- Minimal interest has been shown to utilize Service Center
- Could be deployed to Area IT support staff



Statistics

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Incident Queue

Incidents

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Switch Inbox

Starting Lists

By Owner

By Assignment Group

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Current Inbox: **All Open Incidents** Filter Current Inbox By:

Incident	Category	Problem Ty	Severity	Status	SDU	Assignee	Brief Description
IM13944	Software - RPMS	Error	2	updated	3PB	srender	Credentials missing from the UB92.
IM13943	HIPAA Transaction a	Error	3	open	HIPAA 837	llehman	837 Medicare testing at Cherokee Nation sites
IM13942	Software - RPMS	Other	3	updated	CHS	jkompkoff	EOBR Processing issue.
IM13941	Hardware - LAN/Wat	Circuit Statu	3	alert stage 3	WAN	tom	MCI Proactive Ticket # 5973 - 6/18/04, Houlton, ME.
IM13940	Hardware - LAN/Wat	Circuit Statu	3	alert stage 3	WAN	tom	MCI Ticket # 1073 - 6/18/04, Pawhuska, OK.
IM13938	Software - RPMS	Other	3	DEADLINE ALE	Pharmacy PI		GIMC - need a report of POS billing for FY 03
IM13934	Software - RPMS	Error	4	DEADLINE ALE	ARMS	dwhite	I was trying to add a new Appropriation number and ARMS kicked me out.
IM13932	Security						ewal request, Gail Carmichael - NavAO (Kayenta).
IM13931	Software - RPMS						Part A claims Rejected they are submitted electronically using 837
IM13929	Software - RPMS						nd GIS v3.01 p2 & p7 and GIS v3.01 p2 & p8 to GIMC.
IM13928	Software - RPMS						at is crashing my export
IM13926	Software - RPMS						of Mental Health Data.
IM13924	HIPAA Transacti						ttland Area (Ft. Hall) Medco - Can't select bill during matching
IM13923	Software - RPMS						Access Policy Letter
IM13922	Security						PN Connection Terminated locally by the client
IM13921	Software - RPMS						are coming back with multiple dates and in some cases 1 date with
IM13920	Security						s Change for VPN LAN to-LAN Access request, Personnel Group.
IM13919	Security						national host to DataTrak's account, Manillaq, Alaska
IM13918	Security	Account Rei	3	DEADLINE ALE	VPN	tom	Reactive VPN Account, Sheila Spring - ITSC Telecommunication (USDA)
IM13917	Security	Account Rei	2	DEADLINE ALE	VPN	tom	Change in VPN port access, ITSC/Headquarters, Severn National support cont
IM13916	Software - RPMS	Other	3	DEADLINE ALE	3PB	alujan	Claim rejecting from Medicare due to missing information
IM13914	Software - RPMS	How to	3	DEADLINE ALE	3PB		Question about changing export mode on batch
IM13909	Software - RPMS	Other	3	DEADLINE ALE	LAB	mkring	Site needs assistance with possible additional setup on DI, Bemidji Area, Cass L
IM13907	Security	Account Rei	3	DEADLINE ALE	VPN	dlargo	VPN Access Requests, San Lucy Tribal Group - PHX Area.
IM13906	Software - RPMS	Other	3	DEADLINE ALE	3PB	alujan	3PB Insurer Table Maint issue
IM13901	Software - OS/Apps	Exchange	3	DEADLINE ALE	Exchange	rmontoya	GAL conflict for Geraldine Thompson.
IM13898	Software - RPMS	Other	3	DEADLINE ALE	HELPDESK	mjoe	Print is offline when printing from MDOL.
IM13897	Hardware - LAN/Wat	Circuit Statu	3	alert stage 3	WAN	tom	MCI Proactive Ticket # 2994 - 6/15/04, Princeton, ME.
IM13895	Software - RPMS	How to	3	DEADLINE ALE	Patient Reg		Question regarding edit access
IM13891	Software - RPMS	Other	2	DEADLINE ALE	LAB	mkring	Lab DI machine failed, Oklahoma Area, Black Hawk Health Center
IM13890	Hardware - LAN/Wat	Router	2	alert stage 3	WAN	lb	Internet access is down from about 4:30 pm, 6/14/2004, Billings Area
IM13888	Hardware - LAN/Wat	Router	2	alert stage 3	WAN	lb	Traffic not flow to the Internet for Billings Area.

ServiceCenter
There are 338 records in this list.
OK

Ready insert [P]

7/29/2004



Current Calls open by Area



Active Incidents: By Area (Top Ten)

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Area	Tickets	Average Ticket Age
NAVAJO -----	83	45.44 days
OKLAHOMA CITY -----	40	52.99 days
PHOENIX -----	37	56.03 days
PORTLAND -----	33	59.02 days
CALIFORNIA -----	31	75.10 days
NASHVILLE -----	22	65.85 days
ALBUQUERQUE -----	21	53.16 days
ITSC -----	18	63.19 days
ABERDEEN -----	12	75.53 days
BEMIDJI -----	9	32.38 days
TUCSON -----	32	57.71 days

Grand Total:	338	56.18 days
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7/29/2004

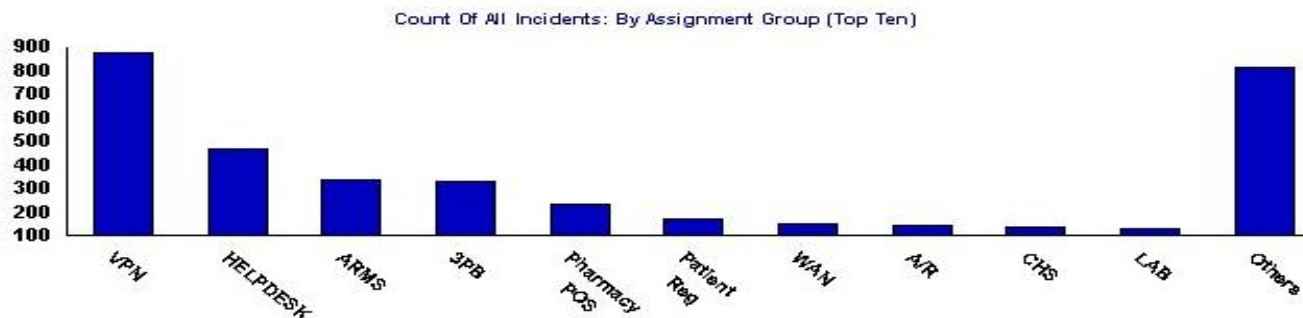


Top 10 Category Groups by Area



ServiceCenter Report Package Count of All Incidents, by Assignment Group (Top Ten)

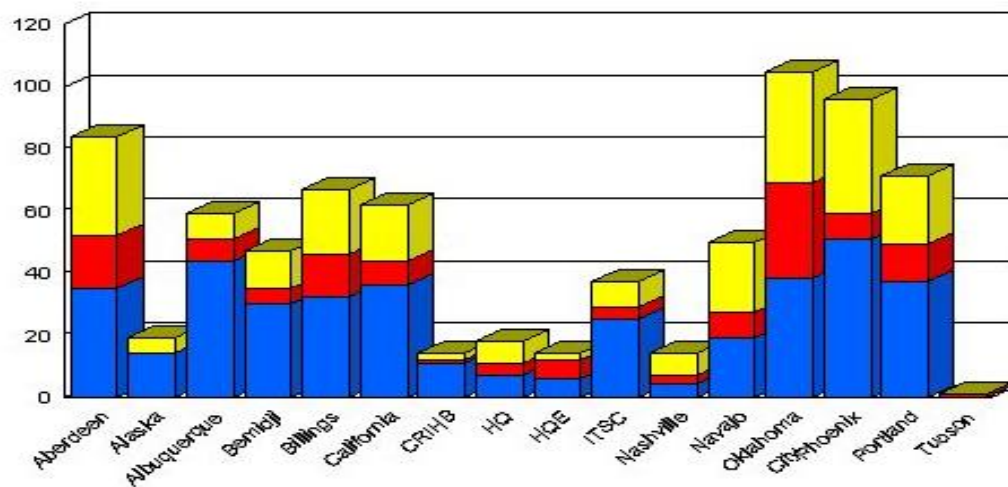
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<u>Assignment Group</u>	<u>Total Incidents</u>	<u>Closed Last Week</u>	<u>Closed Last Month</u>
VPN	878	10	45
HELPDESK	470	7	14
ARMS	339	8	40
3PB	330	6	41
PHARMACY POS	234	11	18
PATIENT REG	173	4	11
WAN	151	0	27
A/R	143	2	12
CHS	135	3	10
LAB	127	5	14
WOMEN'S HEALTH	810	10	111
Grand Total:	3790	66	343



Closed VPN access request by Area



	Closed within 3 days	Closed in 3 to 7 days	Closed after 7 days	Total
ABERDEEN-----	35	17	32	84
ALASKA-----	14	0	5	19
ALBUQUERQUE-----	44	7	8	59
BEMIDJI-----	30	5	12	47
BILLINGS-----	32	14	21	67
CRIHB-----	11	1	2	14
CALIFORNIA-----	36	8	18	62
HQ-----	7	4	7	18
HQE-----	6	6	2	14
ITSC-----	25	4	8	37
NASHVILLE-----	4	3	7	14
NAVAJO-----	19	8	23	50
OKLAHOMA CITY-----	38	31	36	105
PHOENIX-----	51	8	37	96
PORTLAND-----	37	12	22	71
TUCSON-----	0	1	0	1
Total:	389	129	240	758



Open VPN Requests

Incident ID	Open Time	Update Time	Status	Category	Brief Description
IM13920	06/17/04 11:11:43	06/21/04 11:12:07	DEADLIN	Security	IP Address Change for VPN LAN -to-LAN Access request, Personnel Group.
IM13078	03/29/04 08:50:15	06/01/04 13:24:35	DEADLIN	Security	VPN Access Request, Oklaoma Area, Claremore Indian Hospital, NEO Transcription
IM13252	04/14/04 10:10:11	06/18/04 09:59:17	DEADLIN	Security	VPN Access Request, Nicole L. Gortmaker - Aberdeen / Ft. Thompson
IM13253	04/14/04 10:12:20	06/18/04 09:59:16	DEADLIN	Security	VPN Access Request, Cheryl A. Young - Aberdeen / Ft. Thompson (DataTrak)
IM13328	04/20/04 09:42:26	04/24/04 09:42:50	DEADLIN	Security	VPN Access Request, Dale A. Young - Aberdeen / Rosebud Hosp.
IM13520	05/06/04 12:33:43	05/10/04 12:34:09	DEADLIN	Security	VPN Access Request, Karla A. Hall - Aberdeen (DHHS-IHS).
IM13919	06/16/04 18:33:10	06/20/04 18:34:02	DEADLIN	Security	Add Additional host to DataTrak's account, Manillaq, Alaska
IM12546	02/03/04 09:36:55	05/17/04 16:08:41	DEADLIN	Security	VPN LAN to LAN Access Request, Nigel Liu, Supervisor of Hardware Support -
IM13031	03/24/04 15:59:53	06/17/04 13:00:44	DEADLIN	Security	VPN Access Request, Antonio W. Rodriguez - CAD (Hopland Band of Pomo
IM13884	06/14/04 13:31:53	06/18/04 13:31:55	DEADLIN	Security	VPN Access Request, Robert Gemmell - CAD.
IM13555	05/10/04 12:53:03	05/18/04 07:45:32	DEADLIN	Security	VPN Access Request, Hector P. Maldonado - HQE (Contractor - Keuffman &
IM13886	06/14/04 16:08:09	06/21/04 12:00:55	DEADLIN	Security	VPN Access Request, MaryLea Dodd - ITSC Telecommunication (USDA)
IM13918	06/16/04 17:24:13	06/21/04 12:00:55	DEADLIN	Security	VPN Access Request, Sheila Spring - ITSC Telecommunication (USDA)
IM13540	05/07/04 12:49:10	05/11/04 12:52:23	DEADLIN	Security	VPN Access Request, Irene, Gonzales, Nashville Area, Tunica-Biloxi Indians Health
IM13541	05/07/04 12:50:49	05/11/04 12:52:23	DEADLIN	Security	VPN Access Request, Crystal Foster, Nashville Area, Tunica-Biloxi Indians Health
IM13542	05/07/04 12:52:23	05/11/04 12:52:23	DEADLIN	Security	VPN Access Request, Tabatha Laborde, Nashville Area, Tunica-Biloxi Indians Health
IM13543	05/07/04 12:53:44	05/11/04 12:52:23	DEADLIN	Security	VPN Access Request, Melanie Roszell, Nashville Area, Tunica-Biloxi Indians Health
IM13544	05/07/04 12:55:20	05/11/04 12:52:23	DEADLIN	Security	VPN Access Request, Jean Wilson-Allen, Nashville Area, Tunica-Biloxi Indians Health
IM13263	04/14/04 16:18:33	06/18/04 16:24:33	DEADLIN	Security	VPN Access Request, Patrick J. Yazzie - NavAO / Chinle.
IM13264	04/14/04 16:24:33	06/18/04 16:24:33	DEADLIN	Security	VPN Access Request, Marilyn Cieszykowski - NavAO / Chinle.
IM13531	05/06/04 16:06:40	05/10/04 16:15:17	DEADLIN	Security	VPN Access Request, Agnes Kee - Navajo Area.
IM13532	05/06/04 16:11:27	05/10/04 16:15:17	DEADLIN	Security	VPN Access Request, Daivid Mercier - Navajo Area.
IM13533	05/06/04 16:14:25	05/10/04 16:15:17	DEADLIN	Security	VPN Access Request, Mary Ann Niesen - Navajo Area.
IM13838	06/08/04 12:09:49	06/12/04 12:10:43	DEADLIN	Security	VPN Access Request, MaryAnn Oneal - NavAO (Crownpoint)
IM13861	06/09/04 16:25:07	06/13/04 16:25:48	DEADLIN	Security	VPN Account Request, Nathalie Seoldo - NavAO (Tsaile).
IM13932	06/17/04 17:47:22	06/20/04 17:48:02	alert stag	Security	VPN Renewal request, Gail Carmichael - NavAO (Kayenta).
IM13066	03/26/04 10:51:12	06/13/04 10:32:54	DEADLIN	Security	VPN Access Request, Archie Riley, Oklahoma Area, Lawton Service Unit, Contract
IM13128	04/02/04 08:34:27	06/19/04 10:33:28	DEADLIN	Security	VPN Access Request, Teresa Haley, Oklahoma Area, Lawton Health Center, contra
IM13129	04/02/04 08:35:52	06/19/04 10:33:28	DEADLIN	Security	VPN Access Request, Marlene Martin, Oklahoma Area, Lawton Health Center, contr
IM13384	04/23/04 12:46:28	05/21/04 13:55:56	DEADLIN	Security	VPN Access Request, Millie Blackmon - OK Area (Clinton Indian Hospital)
IM13385	04/23/04 12:50:53	05/21/04 13:50:56	DEADLIN	Security	VPN Access Request, Mary E. Fletcher - OK Area (Clinton Indian Hospital)
IM13452	04/29/04 11:57:43	05/03/04 11:58:01	DEADLIN	Security	VPN Access Request, Randy Barnoskie - OK Area (Haskell Health Center)
IM13454	04/29/04 12:03:46	05/03/04 12:04:01	DEADLIN	Security	VPN Access Request, Jennifer Ann Gray - OK Area (Haskell Health Center)
IM13609	05/13/04 16:26:46	05/17/04 16:27:16	DEADLIN	Security	VPN Access Request, Grant Storey - OK Area (contractor - wire one)
IM13756	05/27/04 10:35:42	05/31/04 10:36:03	DEADLIN	Security	VPN Access Request, Anna Wilson - Oklahoma Area (Haskell Health Center).





Overview of Service Center Calls



ServiceCenter Report Package Overview of Incident Management Activity: By Category

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	# Incidents	CLOSED						OPEN					
		<u>Total Incidents</u>	<u>Last Week</u>	<u>Last Month</u>	<u>1 Month Ago</u>	<u>2 Months Ago</u>	<u>3 Months Ago</u>	<u>Total Incidents</u>	<u>Last Week</u>	<u>Last Month</u>	<u>1 Month Ago</u>	<u>2 Months Ago</u>	<u>3 Months Ago</u>
EXECUTIVE INF	1	1	1	0	0	0	0	0	0	0	0	0	0
HIPAA TRANSACT	113	66	0	34	21	2	2	47	2	17	18	2	2
HARDWARE - LA	208	189	0	22	49	9	7	19	9	2	3	0	1
HARDWARE - LA	17	16	0	1	2	3	2	1	0	0	1	0	0
HARDWARE - PR	26	25	1	0	1	1	3	1	0	0	0	0	1
HARDWARE - RP	31	29	0	1	0	1	0	2	0	1	0	0	0
OTHER	115	109	1	0	12	8	5	6	0	0	0	1	0
SECURITY	908	856	10	33	39	99	73	52	9	15	0	6	6
SOFTWARE - LAN	79	76	0	5	4	9	5	3	0	2	0	0	0
SOFTWARE - OS/	142	128	4	19	12	7	8	14	1	10	0	2	1
SOFTWARE - RPM	2137	1944	40	142	173	127	104	193	17	54	22	20	6
TRAINING REQUE	8	8	0	2	2	1	0	0	0	0	0	0	0
VIRUS	2	2	0	0	0	0	0	0	0	0	0	0	0
CHANGE	3	3	0	0	0	1	0	0	0	0	0	0	0
Grand Totals:	3790	3452	57	259	315	268	209	338	38	101	44	31	17



Other Helpdesk Support Tasks

- Staff support for ITSC Training Facility
- EHR Demonstration Server support
- NeoTeris/Juniper Concentrator Testing



We are here to help

- The Help Desk staff will listen and provide all assistance possible in solving customer problems.
- Call 505-248-4371 or 888-830-7280
- E-mail: ITSCHELP@mail.ihs.gov
- Fax: 505-248-4363
- web site:
<http://www.ihs.gov/CIO/RPMS/Techsupp.asp>